



December 23, 2009

TO: Mayor and Members of Council
FROM: Rashad M. Young, City Manager
SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- Guilford Metro 9-1-1 Excellence Award
- Gate City Company Board Members List
- Upcoming Transfers of Police Asst. Chiefs
- Impact of Recent Annexation
- Grant Application for Building Energy Retrofitting Submitted

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 12/14/09 – 12/20/09.

Guilford Metro 9-1-1 Awarded International Accreditation for Excellence

Guilford Metro 9-1-1 was recently awarded accreditation as an Emergency Fire Dispatch Center of Excellence from the International Academies of Emergency Dispatch (IAED). IAED is an international non-profit standard-setting organization that promotes safe and effective emergency dispatch services world-wide.

Guilford Metro 9-1-1 is the 11th 9-1-1 center in the nation, out of 6,500, and the 12th emergency services communications center in the entire world to be awarded this distinction for its comprehensive implementation and compliance with the Fire Priority Dispatch System (FPDS). The FPDS is a comprehensive emergency fire dispatch system designed to provide responder and caller safety, maximize utilization of resources, prioritize responses, provide efficient delivery of pre-arrival instructions, and improve overall fire department customer service.

See attached press release for more details.

List of Gate City Company Board Members

At the 12/15/09 City Council Meeting, Council Member Bellamy-Small requested at list of board members for the Gate City Company. Attached is a current list of board members for your review.

Transfer of Assistant Police Chiefs

Effective January 01, 2010 the following transfers within the Police Department are effective:

- Assistant Chief DK Crotts transferred from Investigative Bureau to Patrol Bureau.
- Assistant Chief GH Hastings transferred from Patrol Bureau to Support Bureau.
- Assistant Chief R Rogers transferred from Support Bureau to Investigative Bureau.

Impact of Recent Annexation

Recent articles regarding the need for additional police may prompt questions regarding how the city prepares for annexations. For you information, I wanted to share the organizational changes that took place to achieve the recent annexation in 2008.

The adopted General Fund 08-09 budget included \$6.9 million in additional resources to service areas annexed as of June 30, 2008. Included were 35 new Police positions, 22 Fire positions, an additional company was added to an existing station, and 13 positions for Field Operations for refuse, recycling, bulk and yard waste collection.

Recent Snow Removal Summary

See attached memo from Field Operations Director Dale Wyrick re: the city's response to the recent snow storm.

Grant Application for Building Energy Retrofitting Submitted to US Dept of Energy

On December 14th, the City of Greensboro submitted an application for \$6,037,500 in funding from the US Dept of Energy for building energy efficiency retrofitting. The funding is being made available through the American Recovery and Reinvestment Act (ARRA) of 2009 to increase the energy efficiency of public and privately owned buildings.

Greensboro's proposed "Energy Efficiency as a Pathway to Community Health and Wellness" initiative would use an extensive community outreach campaign to inform the community about the benefits of reducing energy use. Up to 10,000 personal home and business visits would be conducted to do basic upgrades like replacing incandescent lighting with more efficient compact fluorescent bulbs and installing programmable thermostats. More extensive building retrofitting work would be undertaken on as many as 5,700 housing units and 125 non-residential buildings in a targeted area focused on a large segment of east Greensboro.

The Department of Energy is expected to make funding announcements in the spring of 2010 for this competitive grant funding program. Contact Dan Curry in Housing and Community Development at 373-2751 for more information.

Public Affairs Department Contact Center Weekly Report
Week of 12/14/09 – 12/20/09

Contact Center

4981 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1291

Bill Extension – 182

New Sign-up – 123

General Info. – 116

Request to Cut-off – 106

Field Operations

Loose Leaf Collection – 176

Bulk Guidelines – 79

Appliance Pick-up – 46

No Service/Garbage – 36

Dead Animal Pick-up – 32

All others

Police/Watch Operations – 301

Warrants – 158

Courts/Sheriff – 120

Landfill/Transfer/HHW – 91

Online Payments - 51

Comments

We received a total of 6 comments this week:

- 1 comment for **Executive**

Customer thinks Zack Matheny should have a home phone number listed.

- 2 comments for **Field Operations**

Customer called to complain about loose leaf collection in the College Hill area. Customer said that College Hill looks bad this time every year. People put leaves out and we do not collect them until the end of each round. By then, all the leaves are everywhere. He feels that we should pick up loose leaves more often in this area due to the fact that they do not have room to rake leaves to the curb.

Customer called to let the supervisor of the leaf collection crew know that they did a great job collecting leaves between Fairmont St. and the 1000 block of Adams St.

- 1 comment for **Transportation**

Customer called to say that the signal at Elm St. and Cone Blvd. is working much better. "Thanks for your help and good job."

- 1 comment for **Public Affairs**

Representative from Slatter Management called to say how much she appreciates the 373-CITY number. She said that the reps. always have a quick, accurate response and are friendly and helpful. She also said that the wait is not long and the hold messages provide good information. "Thanks for being there."

- 1 comment for **Water Resources**

Customer thinks that the third bill should be clearer as to when we are going to assess the \$20.00 delinquent fee.

Overall

Calls about loose leaf collection remained steady last week as customers were anxious to know when leaves would be picked up again on their streets. Call volume was busy during the first part of the week but slowed down considerably by the end of the week.



**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**

Contact: Craig Whittington
Phone: 336-373-2506
Cell: 336-451-6730

Guilford Metro 9-1-1 Awarded International Accreditation for Excellence

GREENSBORO, NC (December 21, 2009) – Guilford Metro 9-1-1 was recently awarded accreditation as an Emergency Fire Dispatch Center of Excellence from the International Academies of Emergency Dispatch (IAED). IAED is an international non-profit standard-setting organization that promotes safe and effective emergency dispatch services world-wide.

Guilford Metro 9-1-1 is the 11th 9-1-1 center in the nation, out of 6,500, and the 12th emergency services communications center in the entire world to be awarded this distinction for its comprehensive implementation and compliance with the Fire Priority Dispatch System (FPDS). The FPDS is a comprehensive emergency fire dispatch system designed to provide responder and caller safety, maximize utilization of resources, prioritize responses, provide efficient delivery of pre-arrival instructions, and improve overall fire department customer service.

"Receiving this accreditation was a total team effort," said Guilford Metro 9-1-1 Executive Director Wesley Reid. "All of our emergency communications specialists, training/quality assurance team and other Guilford Metro 9-1-1 support personnel have worked for more than three years to accomplish this goal and we are a better 9-1-1 center because of their hard work and dedication."

To receive this designation from IAED, Guilford Metro 9-1-1 had to have proper 9-1-1 communications center management oversight and ongoing quality improvement programs in place, and had to make sure its entire staff was in compliance with FPDS practices.

Guilford Metro 9-1-1 will be recognized as an Accredited Center of Excellence at the upcoming IAED conference in April that will be held in Orlando, Fla.

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The City works with the community to improve the quality of life for residents through inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a professional staff of 2,800 employees who maintain the values of honesty, integrity, stewardship, and respect. The City is governed by a council-manager form of government with a mayor and eight council members. For more information on the City, visit www.greensboro-nc.gov or call 373-CITY (2489).

**Community Foundation of Greater Greensboro
Gate City Company
Board of Directors**

Primary Support: Gary Paul Kane; Tara Sandercock, Vice President, Programs, CFGG

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December 22, 2009

TO: Rashad Young, City Manager

FROM: Dale Wyrick, Field Operations Director

SUBJECT: Snow Removal Summary (12/18 to 12/21/2009)

This memo provides a summary of the City's snow removal program response to the first significant snowfall of the 2009-10 winter season. The City of Greensboro received between 3" and 5" of snow that began falling around 1 p.m. on Friday (12/18/09) and ending Saturday morning around 10:00 a.m. as a freezing drizzle.

Field Operations staff began 24 hour Snow & Ice Removal operations on Friday, 12/18 at 12:00 p.m. During snow removal operations, we assign about 40 operators to various snow removal trucks that are equipped with salt spreaders and plows. Each operator works a continuous 12-hour shift on an assigned bare pavement route with Priority 1 and Priority 2 listing of streets. Priority 1 facilities include major and minor thoroughfares; Priority 2 facilities are some minor thoroughfares and collector streets. Each of these streets is treated with salt and plowed to bare pavement after each snowfall. After these facilities are complete, we then move to residential streets and plow a path and apply salt as needed to streets to make them safe for travel.

Our operators began treating our priority 1 and 2 facilities with salt around 3:30 p.m. on Friday, 12/18. Plowing operations on our bare pavement streets began late Friday evening while the snow was still falling and continued throughout the weekend. By early-evening on Sunday, 12/20, our Priority 1 and 2 facilities (about 630 miles) were cleared to bare pavement and we were working on clearing residential streets. By late evening Sunday, we reapplied salt to our bare pavement routes, concentrating on bridges and overpasses, to curb to refreezing potential. Staff worked on snow removal related duties through Monday afternoon (12/21), at which time we ceased 24 hour operations. Field Operations staff applied about 1,200 tons of salt to city streets during this event.

I want to take this opportunity to recognize the efforts of our snow removal staff for a job well done this past weekend. I believe our employees did a great job executing our response plan, communicating with the public, and responding to citizen concerns associated with this snowfall. I also want to recognize the positive efforts of our Equipment Services division, Guilford Metro 911, and the Greensboro Fire and Police Departments throughout the duration of this storm. Thanks to all for the teamwork and support!